MECKLENBURG COUNTY
Land Use and Environmental Services Agency
Code Enforcement

Electronic Plan Management FAQ's for Architects and Engineers

Q: Can Architect and Engineer users schedule a meeting using the meeting function?

A: No, only Code Enforcement Project Coordinators, for the project in question, can schedule a meeting.

Q: Once a meeting has been created by the Project Coordinator, can I send Microsoft Work or Excel documents through the EPM system?

A: No, only PDF documents can be sent through the system.

Q: How is a project coordinator assigned to my project?

A: This is done internally by Code Enforcement.

Q: Do I have to have my general contractor lined up prior to online OnSchedule application submittal?

A: No, the GC must be lined up before permits are issued, not before the OnSchedule application is submitted.

Q: How do I receive instruction/training on the EPM software?

A: There are step by step training PDF's on our website, www.meckpermit.com.

Q: Will I still be able to track and view review details online at meckpermit.com?

A: Yes, you will still be able to track the review process (who is doing the review, what has been approved, what has been disapproved) online. You can also track this in the project history in the EPM system.

Q: Do I still need to submit an Electrical Data Sheet?

A: No, this is no longer necessary. Please place the information in the electrical description so an accurate estimation may be completed.

Q: Do I need to have completed the address verification process before I begin my online application?

A: Yes, but **ONLY** if the address for your project is not in the EPM system. If it is not in the EPM system, an address verification form will need to be submitted.

Q: Why was EPM created?

A: EPM was created to give architects, engineers and designers the opportunity to submit their applications online as opposed to a paper form, and the ability to see all their projects in the plan review and permitting process from their dashboard.   This is the first step to Electronic Plan Review and Plan Submittal. Mecklenburg County Code Enforcement has always been a leader in technology and streamlining our processes.

Q: Why is the gate no longer available?

A: The past three years, the gate's performance has been above 90% approval for plans that have been submitted. Due to the success of the gatekeeper program, the decision was made to allow customers to self-gate their projects using a self-gatekeeping checklist that will be submitted with each project.

Q: When I enter the estimated cost of construction for my project, I get an error that says "invalid number?"

A: Make sure all dollar signs and commas are removed from the cost entered. Only numbers should be entered.

Q: If I need to change who will seal the architectural, electrical, mechanical, plumbing or fire drawings after I have submitted my OnSchedule application, how do I do this?

 A: In EPM, click the "Request Application Edit" link in the project's tool box and submit your edit. Also, contact your project facilitator and make them aware of your request/edit as well.

Q: If a contractor is paying the permit fee, how do I notify the facilitator that they are authorized to charge the contractor?

A: Send an authorized letter (signed and on company letter head) to the facilitator explaining that they should charge the contractor.